



Compensation and Benefits Committee

Spring 2023 Update

Update Question(s)	Response
<p>1) What are the current claim volumes in your jurisdiction? What are you seeing that's different from last year? What are the main drivers?</p>	<p>Reported claims has reduced by about 12% while accepted claims in NT has reduced by about 8%. For NU, reported claims increased by 6%, while accepted claims has reduced by 11%. We've noted a significant uptick in prevention related activities which may be a contributing factor to this reduction.</p>
<p>2) Psychological injury update: volume, claim management, impact on RTW, treatment, other challenges or new treatments or processes.</p>	<p>Though we don't have an accurate picture on the total amount of psychological injuries registered to date the number of claims which are accessing psychological care is ever increasing. From 2021 to 2022 the number of claimants who accessed psychological care increased by about 23%.</p> <p>To date in 2023 we have seen the number of claimants increase costing about 55% of last years total spending on psychological care.</p> <p>Through 2022 we have adjusted our procedures on identifying risk of mental health issues on all claims. At the same time we are in conversation with service contractors to have a more proactive and consistent approach to claims with psychological injuries.</p>
<p>3) Have there been any recent significant legislation or policy changes? Or any coming up this year? Strategy map/scorecard changes?</p>	<p>Changes to our pensions policy allowing for wage loss replacement in certain situations until our legislation is changed.</p>
<p>4) What are the current challenges your organization is experiencing?</p>	<p>WSCC NT/NU has started a new Strategic Cycle in January 2023. Over the next 5 years our goal is to reduce</p>

Update Question(s)	Response
	claims costs and average composite claim duration both by 10% from 2022's base line.
<p>5) What new initiatives is your jurisdiction undertaking?</p>	<p>Still looking to contract with a consistent service provider for mental health support for claimants.</p> <p>Technology changes of our documentation system to create some efficiency in day to day operations.</p> <p>Researching a Learning Management System for onboarding and ongoing training. As an adjunct to that we are recruiting for a firm to update our current processes/documentation for the same.</p> <p>New Dashboards for Quality assurance, claim duration, claim metrics are all in the works. This is for better day to day monitoring of claim duration, costs, and case management organization/productivity.</p>
<p>6) Any other challenges or topics of interest?</p>	<p>We are in active recruitment for a new President/CEO. This process generally leads to some uneasiness in the organization and will create some stress.</p>